

Appendix A – LeisureSK Ltd Performance Monitoring Report

Balanced Scorecard Report

Objective	Measure – Performance Indicator	Bourne Leisure Centre									
		Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sept 2022	Oct 2022	Nov 2022	Dec 2022	
Provide high-quality, accessible leisure provision for residents and visitors to South Kesteven	Overall attendance	11794	12433	12223	11799	15625	12656	15442	12696	9393	
	Total membership numbers:										
	• Swim school	820	865	903	937	968	1017	1038	1044	1024	
	• Fitness	954	970	996	1044	1012	1027	1090	1068	1056	
	Attendance:										
	• Casual swimming	5884	5218	5410	5196	9409	4865	5966	3987	2627	
	• Gym sessions	2316	2123	2687	1704	2469	2906	2771	1553	1985	
	Facebook activity										
	• Number of posts	29	28	29	17	8	19	12	5	16	
	• Total followers	2761	2792	2809	2855	2920	2952	2982	3000	3044	
• Engagement	10867	6014	6944	11476	8011	6214	6038	9063	16983		
Google rating	3.0	3.0	3.1	3.1	3.2	3.2	3.2	3.3	4.4		
Contract monitoring visits by the Council's leisure team	1	1	0	0	1	0	2	1	1		
Facility closures	2	0	0	0	1	0	0	1	1		
Number of accidents/incidents	5	16	5	9	8	11	18	7	5		
Number of high/medium risk actions	1	1	1	1	1	1	1	1	0		
Establish a culture of growth and development	Courses completed by team members	1	1	1	0	3	0	3	0	0	

Create an environment where employees feel valued, empowered, engaged, and satisfied	• New starters	0	0	1	0	4	0	2	1	0
	• Vacancies	2	2	3	2	1	2	2	1	1

Customer Feedback Summary

April 2022 – December 2022	
Bourne Leisure Centre	<ul style="list-style-type: none"> • Positive feedback surrounding new group exercise instructors joining the team on both a permanent and cover basis adding variety to the class programme. • Positive feedback around the friendliness of the team, especially the Lifeguard team, during holiday programmes and with themed competitions throughout the year. • Positive feedback surrounding the swimming lesson programme and the instructors. • Positive feedback about the delivery of the Exercise on Prescription programme. • Positive feedback about the replacement hair dryers in the changing rooms and that they are no longer coin operated. • Positive feedback about the gym refurbishment programme once completed. • Negative feedback about the air conditioning faulting in the gym and the poor quality temporary units during the heatwave in the summer, until the new units were installed in early September. • Negative feedback from customers that the wave machine is out of action and no planned repair date. • Negative feedback about the poor quality lighting in the changing rooms which have since been upgraded to LED lighting. • Negative feedback about the quality of the gym equipment and delays in repairing equipment prior to the refurbishment. • Negative feedback around free water dispenser only available in the gym and choice of food options in vending machine.

Balanced Scorecard Report

Objective	Measure – Performance Indicator	Grantham Meres Leisure Centre								
		Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sept 2022	Oct 2022	Nov 2022	Dec 2022
Provide high-quality, accessible leisure provision for residents and visitors to South Kesteven	Overall attendance	41602	39478	41615	31343	28365	45333	69150	40304	24369
	Total membership numbers: <ul style="list-style-type: none"> • Swim school • Fitness 	1340 1253	1363 1214	1400 1252	1405 1215	1417 1212	1457 1210	1447 1232	1482 1169	1398 1112
	Attendance: <ul style="list-style-type: none"> • Casual swimming • Gym sessions 	5863 2529	5288 2641	4975 4411	7024 2641	6948 4053	4270 5622	4911 6560	5092 6890	4819 5367
	Facebook activity <ul style="list-style-type: none"> • Number of posts • Total followers • Engagement 	43 5841 6913	41 5657 2980	56 5628 8660	38 5798 6586	10 5861 2314	21 5884 4476	7 5889 5707	32 5894 6192	24 5922 6102
	Google rating	4.1	4.1	4.1	4.1	4.1	4.1	4.1	3.7	4.2
	Contract monitoring visits by the Council's leisure team	2	1	1	0	2	1	3	2	2
	Facility closures	1	0	1	0	0	0	0	0	0
	Number of accidents/incidents	4	14	15	13	8	3	2	15	11
	Number of high/medium risk actions	5	5	5	5	5	5	5	0	2
	Establish a culture of growth and development	Courses completed by team members	2	1	0	3	0	1	3	2

Create an environment where employees feel valued, empowered, engaged, and satisfied	• New starters	0	3	3	3	3	4	2	1	0
	• Vacancies	3	6	5	2	2	1	1	0	0

Customer Feedback Summary

April 2022 – December 2022	
Grantham Meres Leisure Centre	<ul style="list-style-type: none"> • Pleasing feedback received from parents whose children attend the Fit for Sport holiday programme and the themed sessions • Great feedback around a new Fitness Instructor/Group Exercise Instructor joining the team and introduction of new classes delivered by him • NHS recognition event that was held received positive feedback • Positive feedback surrounding the swim school crash courses and instructors delivering the sessions • Praise received from multiple one off sporting events held in the centre and at the Stadium • Positive feedback from NHS Blood Doning service • Positive feedback over the trial of non bookable swim sessions during the summer holiday period • Positive feedback from candidates attending Lifeguard and Swim Instructor courses • Pleasing to receive feedback from customers over the improved cleanliness levels around the centre and the team being proactive during quiet periods • Complaints over the low pressures in the showers throughout the centre • Negative feedback from Grantham Swimming Club over swimmers struggling during heavy club sessions • Negative feedback regarding anti social behaviour around the centre • Complaints over the lengthy delay to replace the gym entrance door following vandalism by a member • Negative feedback received over the temperature in the gym during the heatwave • Negative feedback about the lack of instructor led group exercise classes • Complaints over delays in dry side bookings and changeovers between bookings which have been addressed with the team. • Social media complaints over the reduction in pool temperature published 2 months after the reduction had been made.

Balanced Scorecard Report

Objective	Measure – Performance Indicator	Stamford Leisure Pool								
		Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sept 2022	Oct 2022	Nov 2022	Dec 2022
Provide high-quality, accessible leisure provision for residents and visitors to South Kesteven	Overall attendance	7479	6895	6623	6489	7563	5897	6792	5870	4597
	Total membership numbers: <ul style="list-style-type: none"> • Swim school • Fitness 	756 494	760 579	782 592	791 567	834 592	869 584	869 592	864 603	820 589
	Attendance: <ul style="list-style-type: none"> • Casual swimming • Gym sessions 	3960 287	3740 250	3834 298	3913 223	7653 343	3998 356	4897 330	4076 351	3346 278
	Facebook activity <ul style="list-style-type: none"> • Number of posts • Total followers • Engagement 	15 2243 201	21 2204 179	18 2209 120	12 2211 240	8 2219 198	12 2435 1001	9 2452 1434	12 2459 1567	14 2459 1567
	Google rating	3.5	3.5	3.6	3.5	3.5	3.5	3.5	3.5	4.0
	Contract monitoring visits by the Council's leisure team	1	1	0	0	1	0	2	1	1
	Facility closures	1	0	1	0	0	0	0	0	1
	Number of accidents/incidents	1	1	1	2	2	2	2	3	1
	Number of high/medium risk actions	0	0	0	1	1	1	1	2	2
Establish a culture of growth and development	Courses completed by team members	2	0	0	0	2	1	1	0	0

Create an environment where employees feel valued, empowered, engaged, and satisfied	• New starters	0	0	2	1	0	2	2	2	0
	• Vacancies	1	1	2	2	2	2	2	1	1

Customer Feedback Summary

April 2022 – December 2022	
Stamford Leisure Pool	<ul style="list-style-type: none"> • Positive feedback over the increase in opening hours reverting to pre-covid operating hours. • Positive feedback over cleanliness of changing areas and following deep clean schedule. • Great feedback received around the swim school programme and instructors including the standards of teaching. • Positive feedback from attendees of the Family Splash sessions during the summer holidays and the continuation of some sessions which would have previously been cancelled during these peak times. • Positive feedback over the new water dispenser in the gym. • Feedback received about the politeness of the team. • Positive feedback about the Aquafit and Aqua-Cycling instructors. • Positive comments from attendees to the Special Educational Needs and Disabilities swim sessions. • Negative feedback about the pressure issues in the showers. • Negative feedback regarding a change in the pool timetable. • Negative feedback surrounding the booking process on the app and website. • Some negative feedback during the peak periods over the wave machine not being in operation, website has been updated to inform of this. • Negative complaints about the age of the building and apparent lack of investment following the announcement of a gym refurbishment at Bourne LC. • Negative feedback about the pool water and air temperature during the cold weather period prior to the new boiler being installed in December, however this then resulted in positive feedback post installation despite an unexpected closure whilst being installed.